

Arizona Service Quality Penalty Calculation 2000

Month	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Number of Days	31	29	31	30	31	30	31	31	30	31	30	31
Residence - Business Office Access												
Calls in <20 sec	423,314	541,530	546,626	525,263	592,296	546,392	463,326	526,291	524,483	559,703	523,619	474,809
Calls - Total Offered	776,992	676,304	748,825	653,364	683,867	634,726	614,137	709,093	655,726	710,972	687,471	644,320
% in > 20 sec	45.52%	19.93%	27.00%	19.61%	13.39%	13.92%	24.56%	25.78%	20.01%	21.28%	23.83%	26.31%
% in < 20 sec	54.48%	80.07%	73.00%	80.39%	86.61%	86.08%	75.44%	74.22%	79.99%	78.72%	76.17%	73.69%
Penalties (offsets) per day	2,000	0	0	0	-4,000	-4,000	0	0	0	0	0	0
Total Penalties (offsets) per month	62,000	0	0	0	-124,000	-120,000	0	0	0	0	0	0
Total Residence Access Penalties YTD	62,000	62,000	62,000	62,000	-62,000	-182,000	-182,000	-182,000	-182,000	-182,000	-182,000	-182,000
Business - Business Office Access												
Calls in <20 sec	38,806	44,263	38,880	36,206	47,161	47,490	50,733	60,670	47,956	51,848	46,251	42,110
Calls - Total Offered	62,949	63,823	64,800	50,286	56,089	56,132	52,132	62,083	48,458	52,282	46,647	42,550
% in > 20 sec	38.35%	30.65%	40.00%	28.00%	15.92%	15.40%	2.68%	2.28%	1.04%	0.83%	0.85%	1.03%
% in < 20 sec	61.65%	69.35%	60.00%	72.00%	84.08%	84.60%	97.32%	97.72%	98.96%	99.17%	99.15%	98.97%
Penalties (offsets) per day	1,000	1,000	1,000	0	0	0	-4,000	-4,000	-4,000	-4,000	-4,000	-4,000
Total Penalties (offsets) per month	31,000	29,000	31,000	0	0	0	-124,000	-124,000	-120,000	-124,000	-120,000	-124,000
Total SBG Access Penalties YTD	31,000	60,000	91,000	91,000	91,000	91,000	-33,000	-157,000	-277,000	-401,000	-521,000	-645,000
Repair - Business & Residence												
Calls in <20 sec	198,195	190,542	222,527	192,088	207,098	223,030	224,601	247,443	212,405	240,573	209,617	177,744
Calls - Total Offered	225,649	223,076	266,846	229,678	252,972	270,143	268,991	295,671	255,476	276,466	240,868	200,683
% in > 20 sec	12.17%	14.58%	16.61%	16.37%	18.13%	17.44%	16.50%	16.31%	16.86%	12.98%	12.97%	11.43%
% in < 20 sec	87.83%	85.42%	83.39%	83.63%	81.87%	82.56%	83.50%	83.69%	83.14%	87.02%	87.03%	88.57%
Penalties (offsets) per day	-4,000	-4,000	0	0	0	0	0	0	0	-4,000	-4,000	-4,000
Total Penalties (offsets) per month	-124,000	-116,000	0	0	0	0	0	0	0	-124,000	-120,000	-124,000
Total Repair Access Penalties YTD	-124,000	-240,000	-240,000	-240,000	-240,000	-240,000	-240,000	-240,000	-240,000	-364,000	-484,000	-608,000

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Number of Days	31	29	31	30	31	30	31	31	30	31	30	31

Held Orders

Held Orders	1,943	2,246	1,903	1,906	1,766	1,707	1,971	2,252	2,026	1,833	1,435	1,188
Access Lines	2,802,552	2,818,072	2,825,939	2,828,954	2,825,915	2,817,314	2,819,628	2,825,036	2,979,159	2,989,951	3,002,233	3,017,421
% Held Orders of Access Lines	0.0693%	0.0797%	0.0673%	0.0674%	0.0625%	0.0606%	0.0699%	0.0797%	0.0680%	0.0613%	0.0478%	0.0394%
Penalties (offsets) per day	1,000	2,000	1,000	1,000	1,000	1,000	1,000	2,000	1,000	1,000	0	0
Total Penalties / Offsets per month	31,000	58,000	31,000	30,000	31,000	30,000	31,000	62,000	30,000	31,000	0	0

Total Held Order Penalties YTD	31,000	89,000	120,000	150,000	181,000	211,000	242,000	304,000	334,000	365,000	365,000	365,000
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Out of Service Repair Times

Out of Service < 24 hours	24,846	22,563	23,634	23,717	25,952	31,340	30,263	37,112	29,415	30,020	29,417	28,081
Total Out of Service	31,893	28,469	48,594	30,464	31,525	38,324	37,431	48,425	35,766	48,428	48,335	32,422
% Out of Service < 24 hours	77.90%	79.25%	48.64%	77.85%	82.32%	81.78%	80.85%	76.64%	82.24%	61.99%	60.86%	86.61%
Penalties (offsets) per day	0	0	1,000	0	0	0	0	1,000	0	2,000	2,000	-1,000
Total Penalties (offsets) per month	0	0	31,000	0	0	0	0	31,000	0	62,000	60,000	-31,000

Total Out of Service Penalties YTD	0	0	31,000	31,000	31,000	31,000	31,000	62,000	62,000	124,000	184,000	153,000
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Total Service Quality Penalties YTD	31,000	89,000	151,000	181,000	212,000	242,000	273,000	366,000	396,000	489,000	549,000	518,000
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